

Town of Sims- Water/ Sewer Policy

Attention Customers

- A \$125.00 (homeowners)/ \$250.00 (renters) deposit is required by all new customers before service is started, along with a completed application, signed information sheet, and a copy of a driver's license/ photo ID. Renters will also need to provide a copy of the rental agreement.
- A \$125 (homeowners)/ \$250.00 (renters) deposit is required of existing customers if any changes are made to the account or existing service (if there is no current deposit on the account).
- There is a \$35.00 fee charged for all returned checks.
- After the second return check we will no longer accept a check from you as payment for one year.
- A 10% late fee or \$5.00 (whichever is greater) is incurred if bills are not paid by the 28th of the month.
- Accounts past due by the 15th of the next month will be disconnected and a \$50.00 reconnection fee will be applied. The \$50.00 fee plus total amount due on account must be paid in full to have services restored. All accounts disconnected that did not have a deposit will be required to pay the now required deposit amount, which can be broken down into monthly payments if needed. Reconnection of services will occur within 24 hours of payment and may not be immediately restored.
- Accounts requiring water cut off/ cut on (other than disconnection) will be charged a \$15.00 fee for each visit.
- Bill adjustments may be requested due to a leak only once per year. If leak occurred during two billing cycles, an adjustment may be made for up to two months (maximum). A copy of the bill for repairs must be submitted to the Town of Sims along with an explanation for the request before an adjustment will be considered.
- In the event of a leak, water will be shut off 10 business days from the time the leak is detected until repairs are made. Extenuating circumstances may require immediate shut off.
- You are responsible for the water/sewer and trash services bill beginning at the time of move-in or when notice is received for utility cut-on (whichever is earlier) until you notify Town Hall of your vacancy of the property or the date of vacancy, whichever is later. Contact Town Hall at least a week prior to move-in/move-out to make necessary arrangements.
- Bills may be paid at Town Hall in the following ways: directly to the staff through the drive through window or in person during business hours (posted on front door), dropped in the drop box to the left of the office front door or to the bottom right of the drive through window, mailed to the address provided on the bill or online at www.townofsimsnc.com.
- Tampering with meters or any water/sewer/fire hydrant service is a crime and the town imposes the following fees, should this occur: \$500 for first offense, \$1000 for second offense and \$1500 for third offense. Prosecution may also occur.
- Radio-read meters are used to record consumption for billing purposes. These meters require a transmitter to stick out of the top of the water meter box lid. If damaged, the water account customer is responsible for the cost of replacement/ repair and labor at \$230 per repair/replacement.

Thank you for choosing the Town of Sims as the place you call home!